

IMPART

Catchment area: Waltham Forest, Redbridge, Barking & Dagenham, Havering

Project contact details:

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The address above is the services Head Office, as they work across 4 boroughs they also see people in their local Community Mental Health Team.

Project opening times:

Flexible, some staff here at 7 am, some at 7 pm. Admin staff here from 9.30-4.30. Client contact can run from 7 am-9 pm, depends on type of support.

Accessibility:

Physically accessible? No

Language interpreter available? Yes

BSL interpreter available? No

What does the project offer?

IMPART provides support and involvement opportunities.

What kind of support or involvement activity is offered?

A range of treatment options from 3 months, 6, 12 months or longer. Including **Dialectical Behaviour Therapy** groups, one to one **Cognitive Behaviour Therapy** as well as anger management groups, anxiety

management groups, mindfulness groups. There are also introductory groups for people new to the service.

Telephone support: phone call support available up to 7 days a week from 9 am-10 pm, which a large percentage of clients use. Different clients get different access to this depending on what they need.

IMPART offers advocacy with Community Mental Health Teams, housing, A&E, GPs, ward rounds, court. We support clients with their CPA (Care Programme Approach) but we don't offer it formally within the service.

IMPART believes in recovery and discharge so they talk with service users about discharge at the beginning of their treatment.

On discharge, IMPART encourages clients to make links in the community, rather than depending on mental health services. They also encourage clients to do voluntary work.

People who have left IMPART are encouraged to get back in touch if in difficulty. They don't have to re-refer to get help once they have been discharged from the service.

Who does the organisation aim to provide a service for?

All clients have a diagnosis of Personality Disorder/s. Also open to dual diagnosis (includes active substance/alcohol misuse) and clients with forensic histories.

Who can and who can't access it (i.e. inclusion/exclusion criteria?)

Who can access?	Who's excluded?
People who have GP within catchment area of North East London Mental Health Trust who are over 18 (no upper age limit)	Don't accept people with schizotypal Personality Disorder or Anti-social Personality Disorder People with an intense forensic history

Are there any barriers to new people joining?

There is a waiting list in most areas which the service is working to address:

Havering no waiting list; Barking or Dagenham clients seen within 6 weeks; Redbridge 2 years; Waltham Forest 3 months.

How can people access it?

People need a referral from Community Mental Health Team or drug & alcohol teams (either psychiatrist or care co-ordinators).

How does the process start?

Referral form to fill in. Referrer needs to talk to client first and ask for permission to refer to service. Should inform client that they are referred for assessment (takes 3 sessions).

Are there any conditions to joining?

No specific rules in the service but individuals need to commit to taking part in treatment. If more than 4 sessions of **DBT (dialectical behaviour therapy)** are missed in a row therapy is cancelled. For other therapies there is more flexibility depending on the client's difficulties.

What makes it different from mainstream mental health services?

Staff at IMPART understand the client group and are as non-judgemental as possible. They listen, are respectful and give people the time that they need. Staff are not scared of people with Personality Disorder; we are welcoming and like them. The service offers people a lot of support and clear boundaries (with consequences if broken) which helps people to feel contained.

What do people who use the service like about it?

A mixed view as therapy can be painful, people come up against boundaries and people don't like us sometimes! If clients' life starts to improve, they appreciate that we go the extra mile, that we are boundaried enough to contain them.

What could I expect if I came along?

We explain to clients that we can't do the work, it is the clients who do the work. If clients go through periods where they don't want to work they are encouraged to carry on.

Staff try to be friendly and warm. But we don't want to trap or befriend people to the extent that they don't want to leave. We don't encourage dependency; we encourage people to think for themselves. We liken it to an athlete and coach in training for a marathon. Encourage them to achieve their goals.

Who runs the organisation/project?

IMPART is specialist service as part of North East London Mental Health NHS Trust.

Service User and Carer Involvement

Service User Involvement

- Service users aren't involved in the running of the project in the day-to-day process. We ask opinions if developing new groups or sessions, or employing new staff. This tends to be on an informal basis as we found it hard to get people to come to meetings.
- Service users are part of interview process for new staff and training is provided to coach people through the whole process.
- The service carries out phone surveys (there are 7 research projects running at present). Service users contribute to those – to influence thinking on new service initiatives and how the service should develop.
- People are encouraged to be involved in planning their own support and recovery, we provide information and work collaboratively during their assessment.
- We employed service users to come and talk to the staff team about their experiences and found this a very valuable experience for staff training.

Carer Involvement

- There is a carers' meeting. They give us feedback about what's working and what isn't.
- We have an open phone policy so carers can ring and talk to staff about clients' treatment. We encourage them to work more like us and also allow them to re-negotiate conditions in treatment.
- We run a supporters group for carers, they come along with the service user they support (they are not allowed to come on their own). The group provides education and discussion about Personality Disorder, support for carers understand how we work, so that carers can learn about boundaries etc.
- We provide links to carers' organisations etc.
- We work alongside carers to help them support clients more effectively. Clinical judgements are made to decide if carers should be involved in meetings with clients or not.